

جامعة الملك عبد الله  
للعلوم والتقنية  
King Abdullah University of  
Science and Technology

Research Infrastructure  
Strategy & Planning



# Infinity

Lab Management System

User Manual

v2024.1

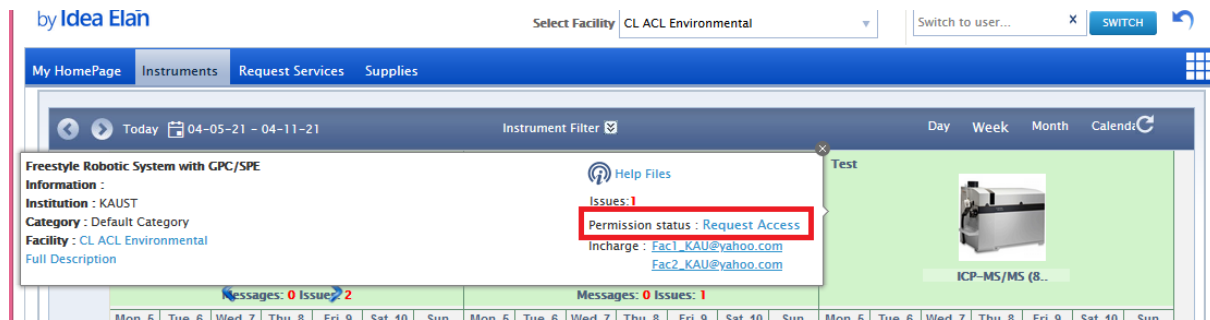
# Quick Guide

## Mobile App Sign In:

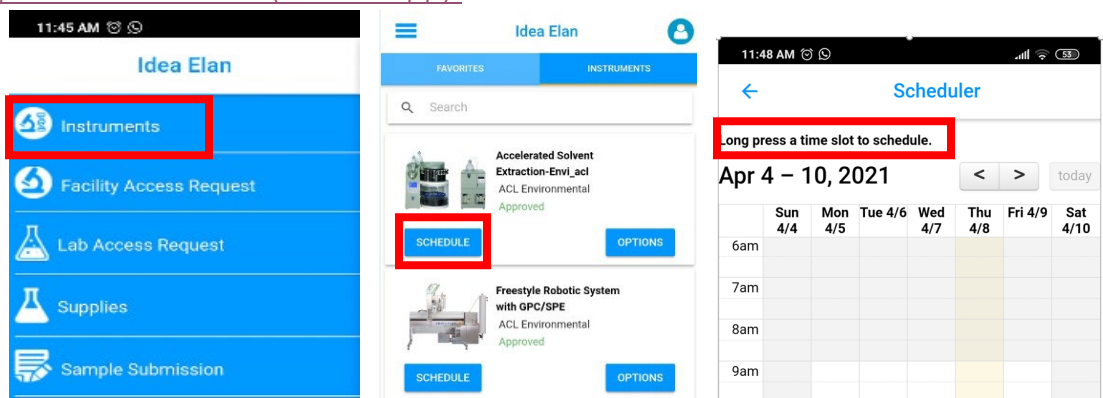


## Instrument Access:




Hover over the equipment icon and Request Access



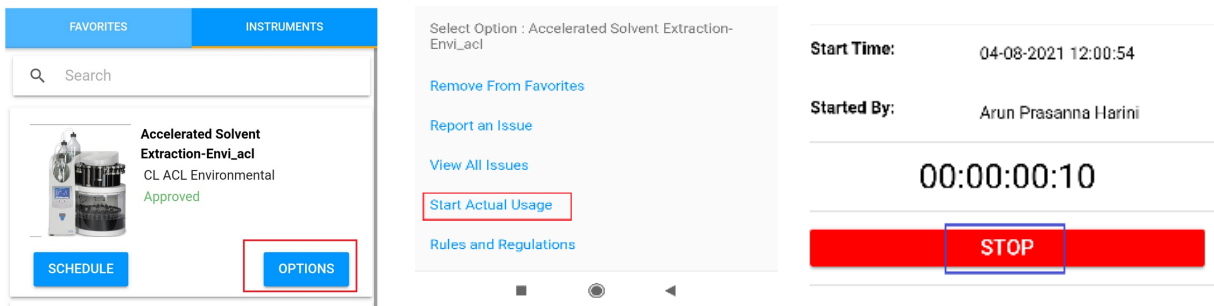
## Equipment Reservation (Mobile App):



## Interlock Summary:

	 Mobile App	 Web App	 Tool PC
Equipment reservation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Start hardware interlock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Start software interlock (AUT password)			<input checked="" type="checkbox"/>

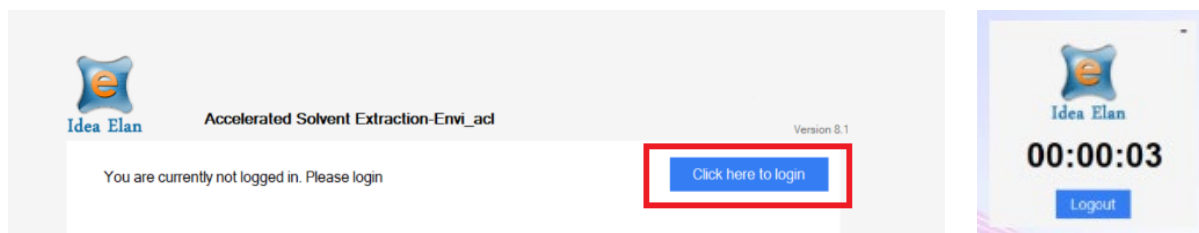
## Hardware Interlock Start/Stop (Mobile App):



The screenshot shows the mobile app interface for the 'Accelerated Solvent Extraction-Envi\_acl' instrument. The 'INSTRUMENTS' tab is active, displaying a search bar and a list of instruments. The selected instrument is 'Accelerated Solvent Extraction-Envi\_acl', which is 'Approved'. Below the instrument name are 'SCHEDULE' and 'OPTIONS' buttons. The 'OPTIONS' button is highlighted with a red box. To the right, a panel shows the 'Start Time' as 04-08-2021 12:00:54 and 'Started By' as Arun Prasanna Harini. A large red bar at the bottom contains a 'STOP' button, which is also highlighted with a red box.

## Software Interlock Start/Stop:

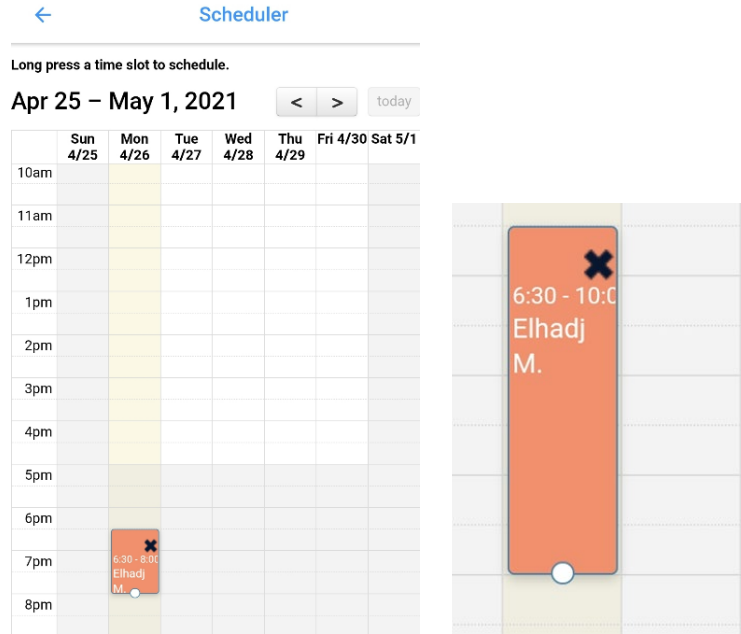
Login directly on Instrument PC with your AUT password, log out when finished



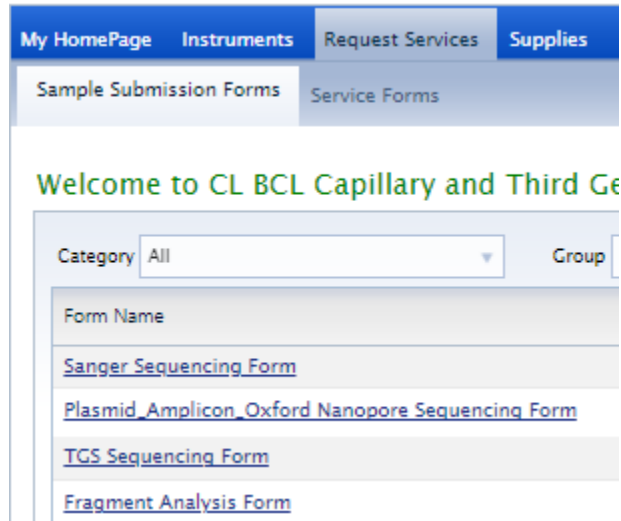
The screenshot shows two screens from the software interlock interface. The left screen is the login screen, displaying the 'Idea Elan' logo, the instrument name 'Accelerated Solvent Extraction-Envi\_acl', and the version 'Version 8.1'. A message states 'You are currently not logged in. Please login'. A blue button labeled 'Click here to login' is highlighted with a red box. The right screen is the logout screen, displaying the 'Idea Elan' logo, the instrument name, and the version 'Version 8.1'. A large digital timer shows '00:00:03'. A blue button labeled 'Logout' is visible at the bottom.

### Extending Reservation:

- Go back to the “Instruments scheduler” page, press & hold on the reservation slot.
- Drag the reservation to the required time period.



### Requesting Services:



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# 1. Registration

## 1.1. Internal User

- Go to the login page using the following link  
<https://secure20.ideaelan.com/secure/public/applogin.aspx>
- Log in with your KAUST IT credential.



Welcome to KAUST Login Service

KAUST Username

---

Password

---

Sign in

[Forgot My Password](#)

- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your PI's last name and click on **Request Access**.
  - If you need access to the Prototyping Lab for personal use, search for "PI INT Prototyping Lab Personal" and click on **Request Access**.
  - If you are a Core Lab staff, please select "zCore Lab Staff" and inform CLhelpdesk@kaust.edu.sa
  - If you are a Research Center staff, please select "Research Centers" and inform CLhelpdesk@kaust.edu.sa
- Click the **Next** button.

Start **Lab Access** Facility Access

< Previous Next >

If you do not see your PI lab please contact [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa).

Set Default Lab	Lab Name	Lab Admin	Institution	Permission Status
	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	All
<input type="radio"/>	PI BESE M. Mahfouz	Charging CoreLab	KAUST	Waiting for approval
	PI BESE M. McCabe	Charging CoreLab	KAUST	<b>Request Access</b>
	Research Centers	Charging CoreLab	KAUST	<b>Request Access</b>

- On the Facility access page, click on the **Request Access** to add the facilities you want displayed in your account; more can be added later.
- Click the **Continue** button.

Start Lab Access **Facility Access**

< Previous Continue

Facility Name	Address	Facility Admin/Director	Institution	Permission Status
<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack, Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack, Barradah Eman Yahya, Clancy Gerard Jude, Liu Jingyu, Khalid Mohammed Khalil, Altunkaya Mustafa	KAUST	<b>Request Access</b>
CL ACL Organics		Adams Lizzy, Amah Miriam Nneka, Kharbatia Najeh Mohammed, Sioud Salim, Samaras Vasileios, Zhang Wen	KAUST	<b>Request Access</b>

- On the “My Profile” page,
  - Edit your profile
  - Sync your reservations with Outlook or Google Calendar if needed
  - Set the password for AUT (**Actual Usage Tracking**) which is used for the software interlock. **The password must contain 12-40 characters, 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (!, \$, #, %, @, %, etc.)**



User Details

Email:

First Name\*:

Last Name\*:

Designation:

Upload Photo:

Sync reservations/tasks with  Outlook  Google Calendar

Address:

City:

State:

Zip Code:

Country:

Fax:

Phone:

Extended Fields

Kaust ID:

Change Password

Password  Very Strong Confirm Password:

## 1.2. External User

- Go to the registration page using this link <https://secure20.ideaelan.com/Kaust/Public/AppLogin.aspx>
- Fill in the necessary details under **Get Started** and click the **Join Now** button.

Infinity  
by Idea Elan

Login User name    [Forgot password?](#)

Get started – Register here for free.  
Registration takes less than 2 minutes.

First Name:

Last Name:

Email(Login ID):

Password

Confirm Password:

**GJ 4 X**

To avoid spam, please type the characters you see above

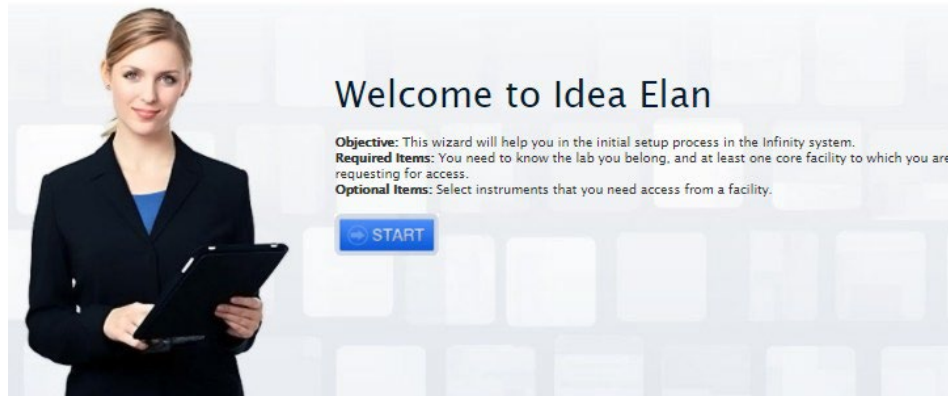
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- A verification link will be sent to your email to activate the account

Registered successfully! Click the verification link in the email sent to confirm your registration.

Get started - F

- Click on the verification link.
- The user wizard window will open.



- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your **organization** and click on **Request Access**. If it does not exist, please contact [CLhelpdesk@kaust.edu.sa](mailto:CLhelpdesk@kaust.edu.sa)
- Click the **Next** button.

Start **Lab Access** Facility Access

< Previous Next >

If you do not see your PI lab please contact [clc@kaust.edu.sa](mailto:clc@kaust.edu.sa).

Set Default Lab	Lab Name	Lab Admin	Institution	Permission Status
	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	All
<input type="radio"/>	PI LAB 1	Bush George	KAUST	Waiting for approval
	PI LAB 2	Ray Tom	KAUST	<b>Request Access</b>
	PI LAB 3	Caw Ben	KAUST	<b>Request Access</b>

- On the Facility Access page, click on **Request Access** for the facilities you are interested in. Then click the **Continue** button.

< Previous

Continue

Facility Name	Address	Facility Admin/Director	Institution	Permission Status
<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack, Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack, Barradah Eman Yahya, Clancy Gerard Jude, Liu Jingyu, Khalid Mohammed Khalil, Altunkaya Mustafa	KAUST	<b>Request Access</b>
CL ACL Organics		Adams Lizzy, Amah Miriam Nneka, Kharbatia Najeh Mohammed, Sioud Salim, Samaras Vasileios, Zhang Wen	KAUST	<b>Request Access</b>

- On the "My Profile" page,
  - Edit your profile
  - Sync your reservations with Outlook or Google Calendar if needed
  - Set the password for AUT (**Actual Usage Tracking**) which is used for the mobile app and software interlock. The password **must contain 8-13 characters, 1 Uppercase letter, 1 Lowercase letter, 1 Number and 1 Special character (such as !, \$, #, %, @, %, etc.)**

User Details

Email:

First Name\*:

Last Name\*:

Designation:

Upload Photo:

Sync reservations/tasks with  Outlook  Google Calendar

Address:

City:

State:

Zip Code:

Country:

Fax:

Phone:

Extended Fields

Kaust ID:

Change Password

Password  Very Strong Confirm Password

**UPDATE**

- The registration process is completed, you will receive an email notification once your PI and facility access is approved.

## 2. Password Reset

### 2.1. SSO Login Password Reset

- If the password for SSO login is lost, click on **Forgot My Password** to update it.

Welcome to KAUST Login Service

KAUST Username

Password

**Sign in**

[Forgot My Password](#)

### 2.2. External User - Lost Password

- If the password is lost, click on the **Forgot Password** in the log in page and provide your registered email in the pop-up window.

Login   **LOG IN**

[Forgot password?](#)

**INFINITY Password Recovery**

Forgot Your Password?  
Enter your email id to receive your password.

**Submit**

- The password will be sent to your email.

### 2.3. AUT Password Reset for Software Interlocks

- Log in to **Infinity-My HomePage-My Profile**, change your password and click the **UPDATE** button

My HomePage Instruments Request Services Supplies PI/Lab Admin Facility Admin

My Favorite Instruments My Favorite Requests My Reservations My Requests My Supplies My Projects My Reports My Profile My Da

Change Password

Password  Very Strong

Confirm Password  No match

UPDATE

### 3. Mobile Application

Infinity mobile app will work on both Android and iOS.

#### 3.1. Installation

- Go to the Google Play or Apple Store app, search for “IE Infinity”.



- Install the app on your mobile phone
- Open the app and enter the institution code **97917**

#### 3.2. Sign-In

- Open the mobile app.
- The login page will appear.
- SSO users: Sign in with your KAUST credentials using the SSO link.
- External users: Sign in using **your full email id** and the AUT password that was set during registration on the “My profile” page.



Welcome to



جامعة الملك عبد الله  
للعلوم والتقنية  
King Abdullah University of  
Science and Technology

Email ID

Password

[Forgot password?](#)

Sign In

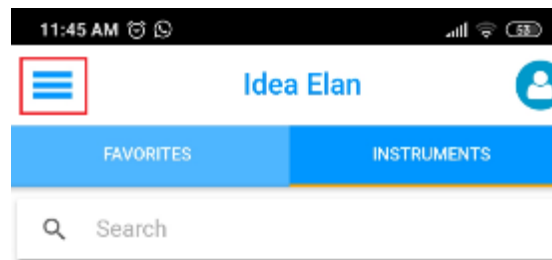
SSO Sign In

[Instrument Search](#)

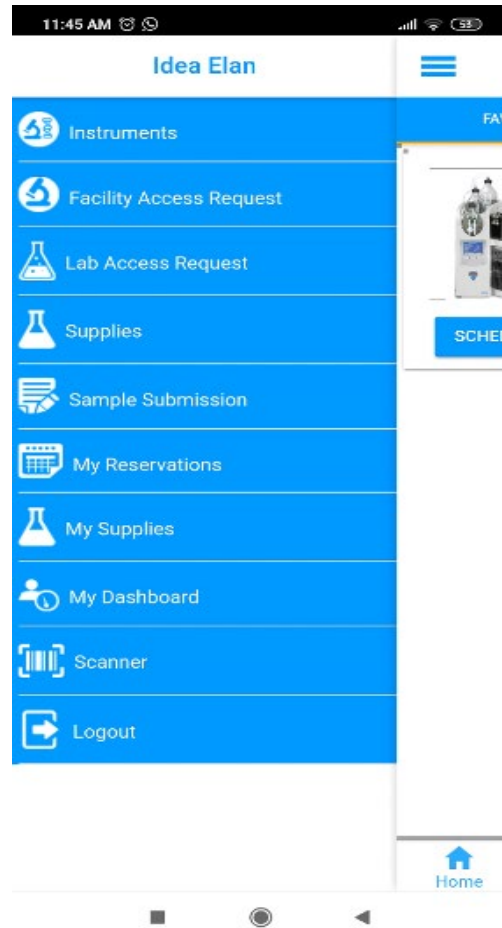
### 3.3. Navigation menus

In the mobile app, the menus are accessed through the hamburger icon.

- Click on the three horizontal lines in the left-hand side corner to check all functionalities.



- Select any functionality to perform further actions.

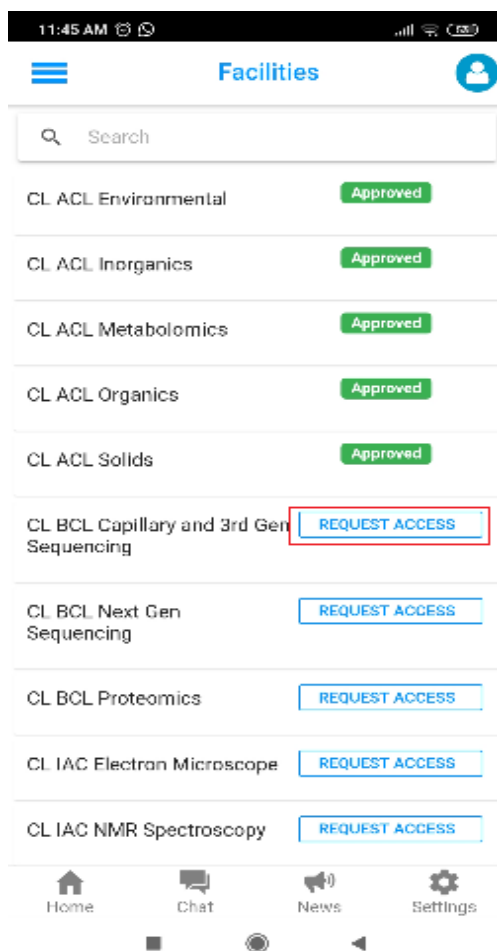


- You can also contact your facility admin using the chat option available in the app.



### 3.4. Requesting Facility Access

- In the menu, select the **Facility Access Request** option.
- Find your facility using the search function.
- Click on the **Request Access** button.

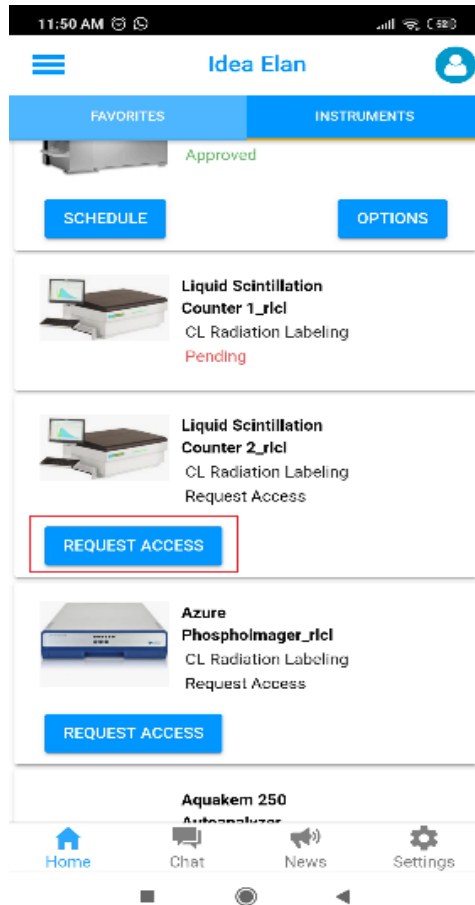


- The facility admin will be notified about your request.

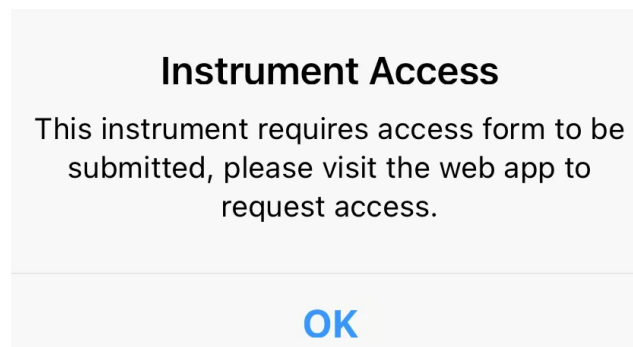
### 3.5. Requesting Instrument access

- In the menu, select the **Instruments** option.
- Find the instrument using the search function.
- Click on the **Request Access** button; the lab staff will receive a notification and contact you to arrange for tool training.





- If a pop up window appears indicating a form is required, please use the web application to request access to these instrument ([Section 4.3](#)).

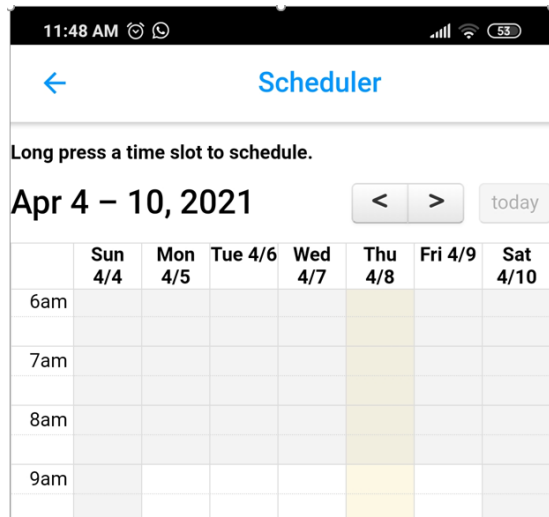


### 3.6. Instrument Reservations

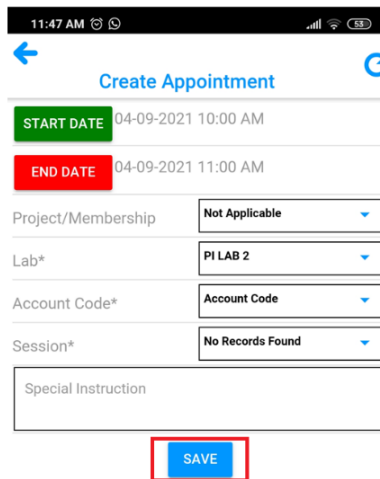
#### 3.6.1. Creating New Reservation

- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.
- In the menu, select the **Instruments** option.
- Find the instrument using the search function.

- Click on the **Schedule** button. The scheduler page will open.

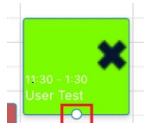


- Press and hold on your desired time slot.
- The **Create Appointment** page will open. Fill in the necessary details and click on the **Save** button to make a reservation.
- To set your default Lab (PI), Pocket ID and Session type, please see section 4.5.5



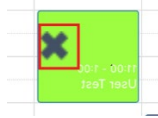
### 3.6.2. Adjusting Reservation

- To adjust a reservation, press and hold on the reservation slot, then drag the reservation to the desired time slot.

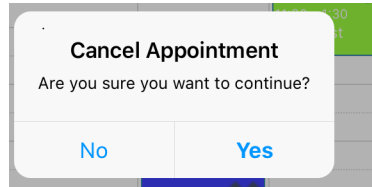


### 3.6.3. Deleting Reservation

- To delete a reservation, press and hold on the reservation slot. The **X** button will appear.
- Click on the **X** button.

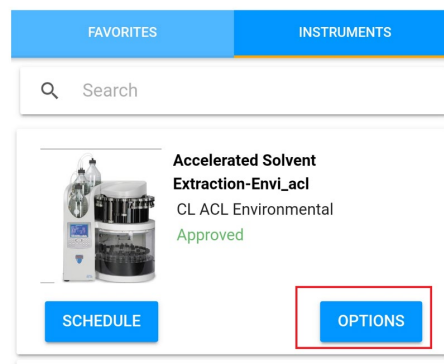


- You will get a confirmation message. Click **Yes** to cancel the reservation.

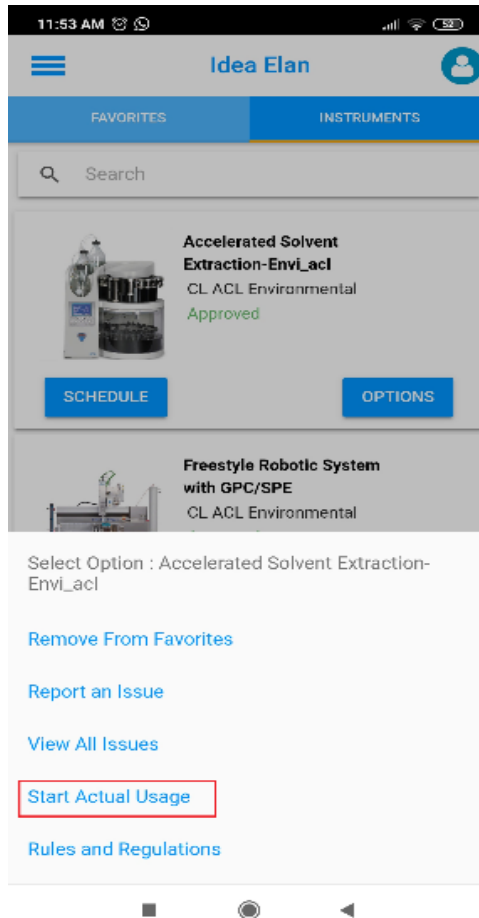


### 3.7. Enabling/Disabling Instruments with Hardware Interlocks

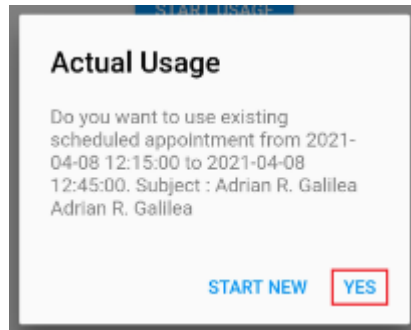
- For instruments with software interlocks please refer to Section 6
- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



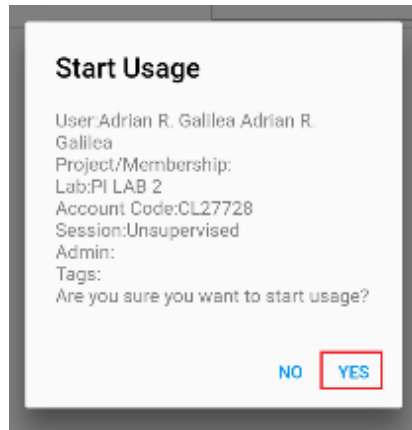
- All available options will be displayed at the bottom of the page. In that, click on the **Start Actual Usage** option.



- You will get a confirmation message to check whether you want to start the scheduled reservation. Click on the **Yes** button.



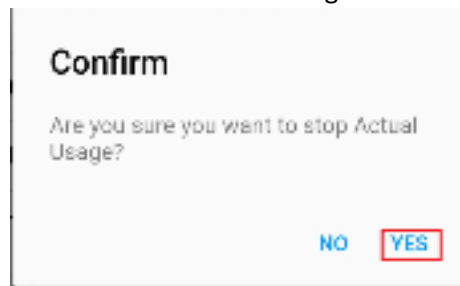
- You will get another confirmation message to start the instrument. Click on the **Yes** button.



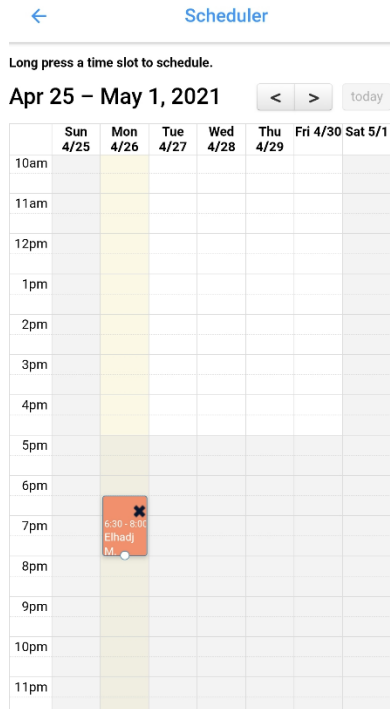
- The instrument is enabled. You can see the timer on the **Actual usage** Page.
- To disable the instrument. Click on the **Stop** button.



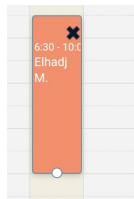
- Click the **Yes** button on the confirmation message. The instrument is disabled.



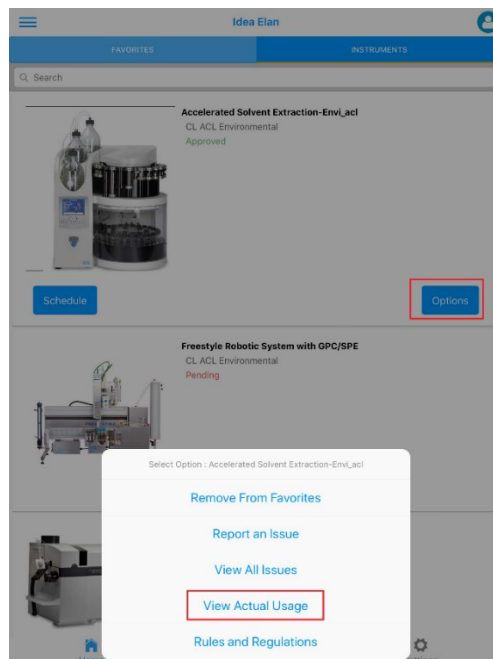
- For some instruments, if you do not disable the instrument, you will get a warning at the end of the reservation, and the instrument will be disabled automatically after the grace period. You need to extend your reservation within the grace period if you want to continue. Confirm with staff if this rule is applied for your desired instrument.
- To extend the reservation, go back to the **Instruments scheduler** page. Press and hold on the reservation slot.



- Drag the reservation to the required time period.

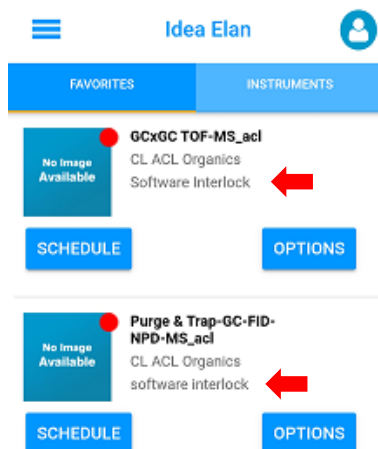


- To disable the instrument, go back to the **Usage Timer** page. Click on the **Options** button and select the **View Actual Usage** option. Click on the **Stop** button.



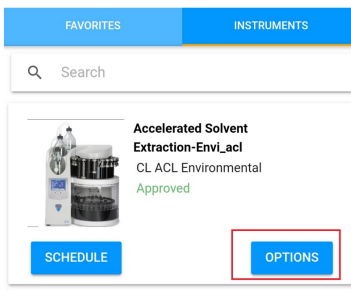
### 3.8. Software interlocks and mobile app

Equipment using software interlocks will be indicated in the app. These need to be logged in directly on the tool PC and cannot be enabled through the mobile app. Please use your AUT password (created in your [profile page](#))

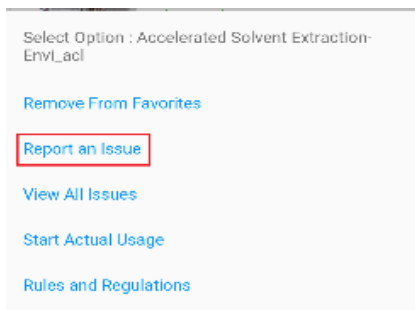


### 3.9. Reporting Instrument Issues

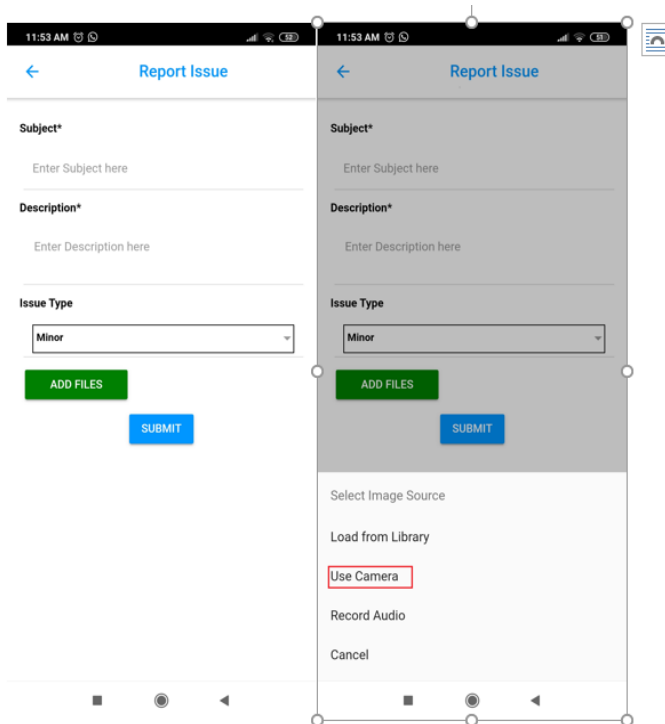
- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



- All available options will be displayed at the bottom of the page. In that, click on the **Report an Issue** option.



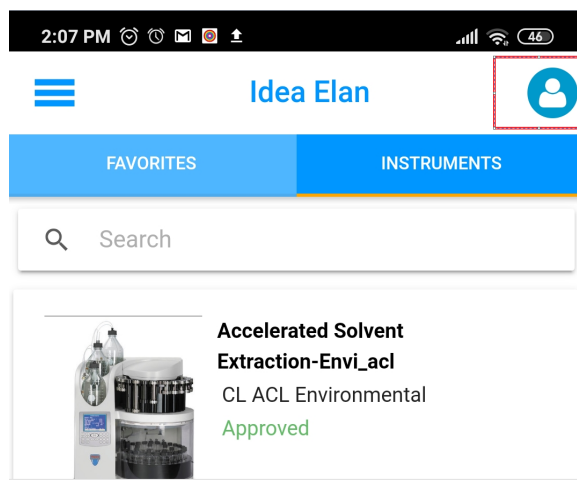
- The **Report Issue** page will open.
  - Enter the subject and description of the problem.
  - Select the Issue Type.
  - You can also take a picture using the mobile camera and attach it with the report. For that, click on the **Add Files** button and choose the **Use Camera** option.



- The facility admin will be notified of the issue.

### 3.10. Viewing approved list of Facilities/PI Labs/Instruments

- On the main page, click on the **Profile** icon in the right-hand side corner.





- The profile page will open, where you can see the three options: My Facilities, My Instruments, and My Labs.

2:08 PM

Profile

Adrian R. Galilea

Adrian R. Galilea

adrian.galilea@kaust.edu.sa

Phone

Address

City

State

Zip

United States

Sync reservation with phone Calender

UPDATE

My Facilities +

My Instruments +

My Labs +

- To view all approved facilities, click on the + button near the **My Facilities** option.
- The approved facilities will be displayed.

My Facilities	
CL ACL Environmental	Approved
CL ACL Inorganics	Approved
CL ACL Metabolomics	Approved
CL ACL Organics	Approved
CL ACL Solids	Approved
CL IAC Physical Properties Characterization	Approved
CL NCL Cleanroom	Waiting for Approval

- To view all approved instruments, click on the + button near the **My Instruments** option.
- The approved instruments will be displayed.

My Instruments	
Accelerated Solvent Extraction-Envl_acl	Approved
Freestyle Robotic System with GPC/SPE	Approved
ICP-MS/MS (8800)	Approved

- To view all approved labs, click on the + button near the **My Labs** option.
- The approved labs will be displayed.

My Labs	
PI LAB 1	Active
PI LAB 2	Active

## 4. Web Application

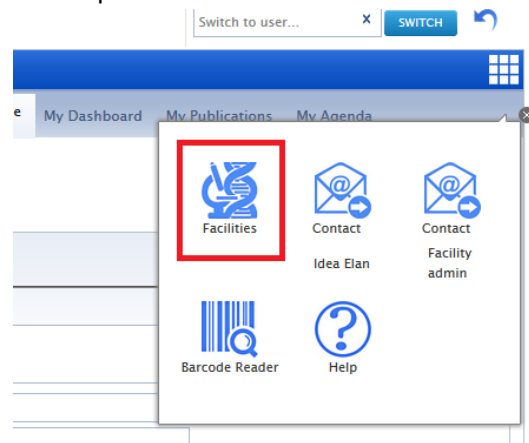
### 4.1. Navigation Menus

- Menus in Infinity are based on tiered rows.
- Clicking on any of the menu items in the header will open a new row with various menus.




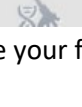
My HomePage	Instruments	Request Services	Supplies
My Favorite Instruments	My Favorite Requests	My Reservations	My Requests
	My Supplies	My Projects	My Reports
		My Profile	My Dashboard
			My Publications
			My Agenda

## 4.2. Adding Facilities

- Click on the 9 square block at the right-hand side corner.
- Select the **Facilities** option.



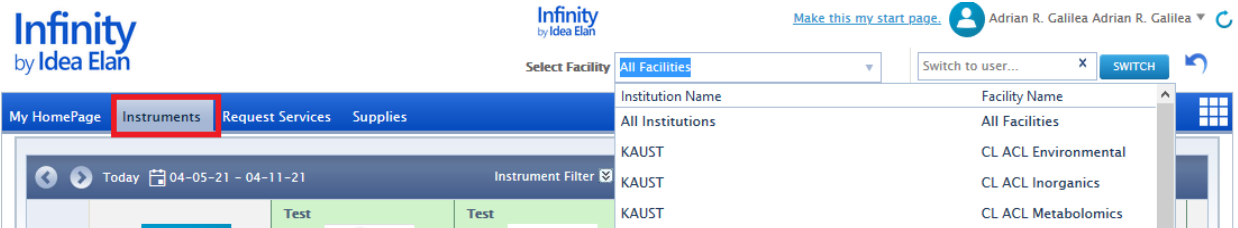
- The list of available facilities will be shown. Select the facility you want displayed in your account and click on the **Request Access** button.

Search Facility	Institution	Facility Type	City	
Search here x	Search here x	Search here x	Search here x	
ACL Inorganics Current Status : <b>Approved</b> <a href="#">Make a Reservation</a> <a href="#">Submit Samples</a> <a href="#">Order Supplies</a>	KAUST	Default Category,Thermal Analysis,Trace Metal,Wet Chemistry		 Facility Image
ACL Organics <b>REQUEST ACCESS</b>	KAUST	Chromatography and Mass Spectrometry,Default Category,Sample Preparation		 Facility Image
ACL Solids <b>REQUEST ACCESS</b>	KAUST	Spectroscopy,Surface Analysis		 Facility Image
ACL Environmental	KAUST	Default Category	Thuwal	 Facility Image

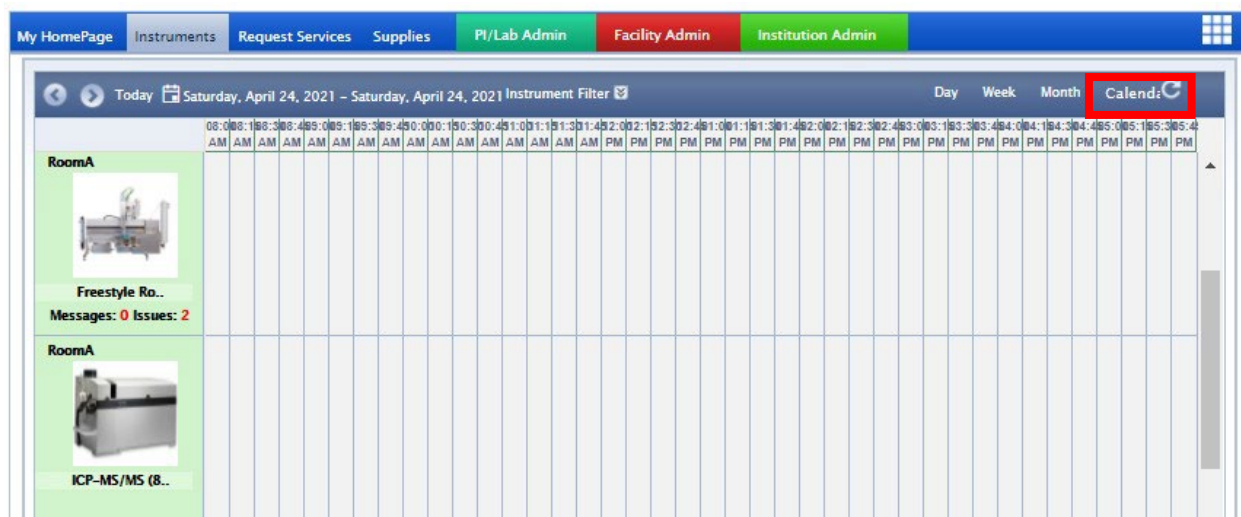
- If you do not have a KAUST email, the Facility admin will need to approve your facility access request.

## 4.3. Getting Instrument Access

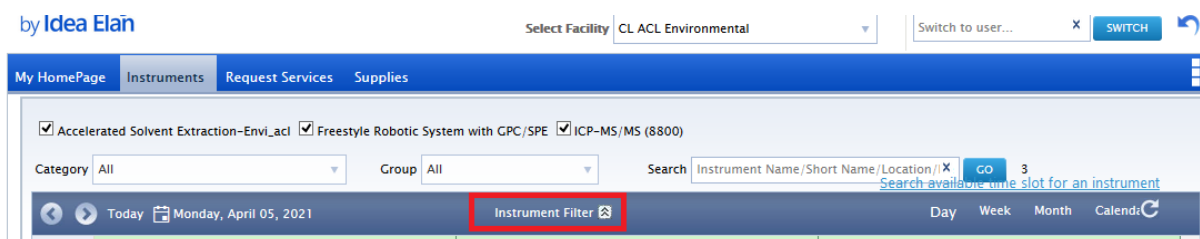
- Select the facility from the dropdown list.
  - **Note:** Only facilities that the user has access to will be shown in the dropdown list



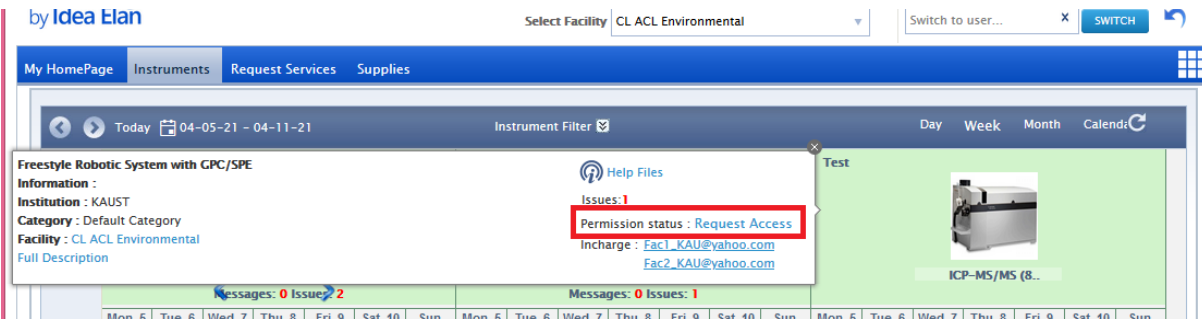
- Click on the **Instruments** tab.
  - To view all the available instruments in the facility, select the **Calendar** view option.



- To search for an equipment, click on the **Instrument Filter** and enter the name or tag number.
- Select the equipment and click **GO**



- Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, near the permission status, click on **Request Access**



- Fill in the instrument access request form if there is one; the required HSE certifications will be listed.
- Select the training required and set quantity=1

Select	Service Name	Short Name	Units	Category	Price	Quantity	Total
<input checked="" type="checkbox"/>	400M SB Liquid NMR_iac		per trainee	Training	0.00	1	0.00
							Sub Total 0.00

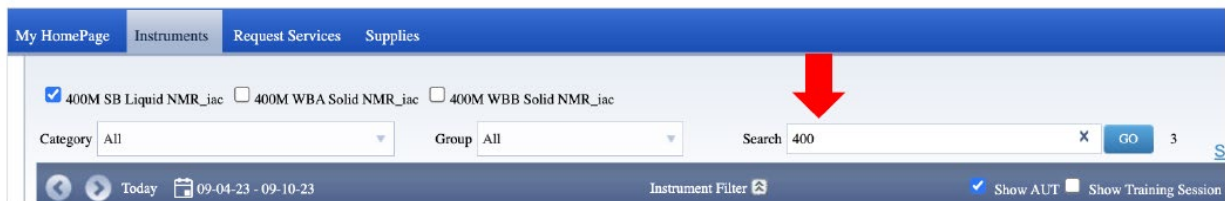
- Click the **Validate** button to verify your HSE certifications. If you have completed the certifications but it is returning an error, please contact [hse@kaust.edu.sa](mailto:hse@kaust.edu.sa)



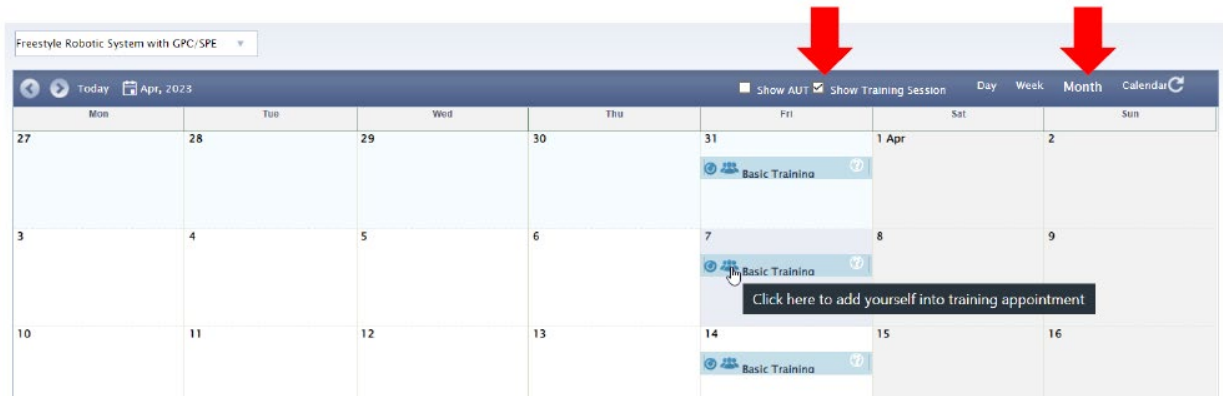
- Click the **Submit** button


#### 4.4. Instrument Training

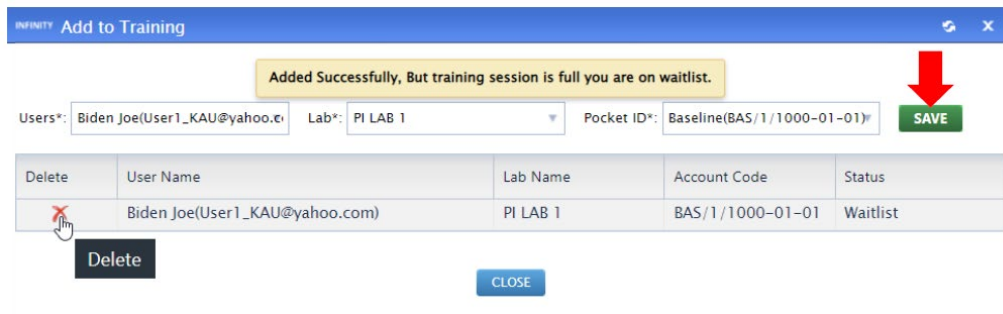
- Search for the tool you want training on in the instruments tab (unselect the rest of the tools)



- Switch to Month view and select Show Training Session



- Add yourself to the desired session by clicking on the group icon 
- If you cannot make it for your scheduled session, please delete your booking or you will be registered as a no-show

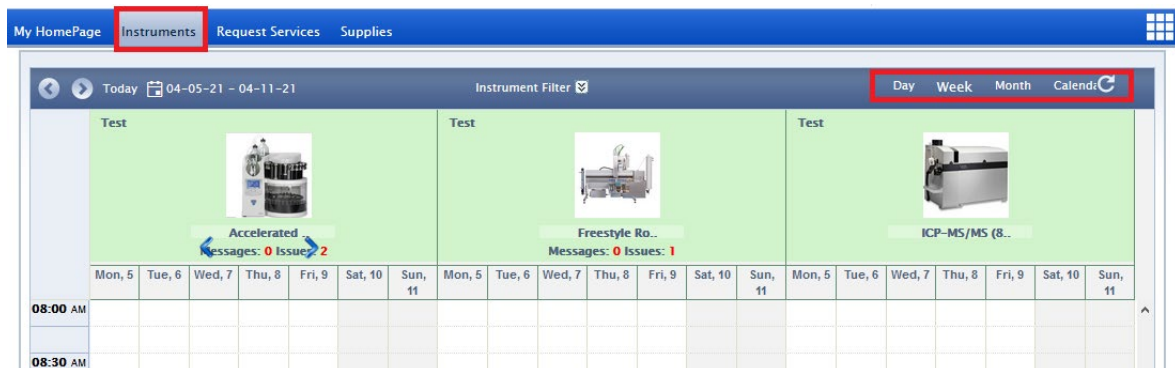


- Once you have attended and passed the training, you will be given independent access

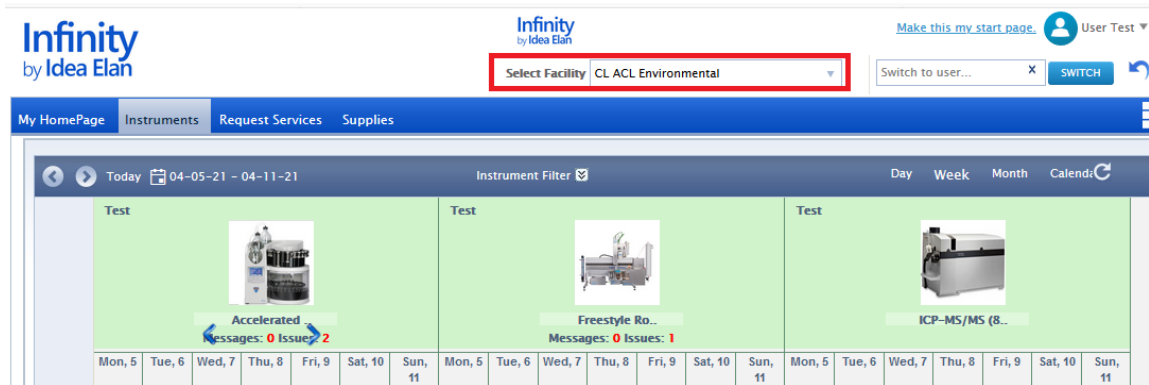
## 4.5. Instrument Reservations

### 4.5.1. Creating New Reservations

- Once your instrument access is approved, you can make reservations.
- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.
- Go to the **Instruments** tab to view the calendar and make a reservation. The calendar can be seen in a day/week/month view based on the selection.



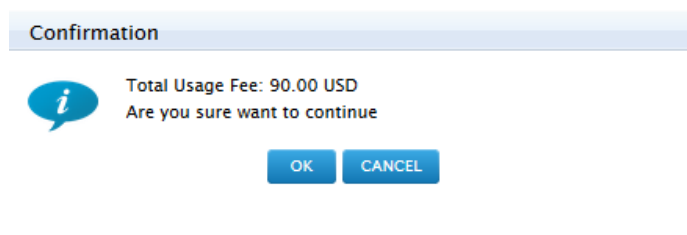
- Select the facility from the dropdown list. All the instruments in that facilities will be displayed.



- Select an instrument using the instrument filter
- Using the mouse, drag on the calendar for the desired time slot to make a reservation. It will highlight the area, and the **Create Appointment** window will open.

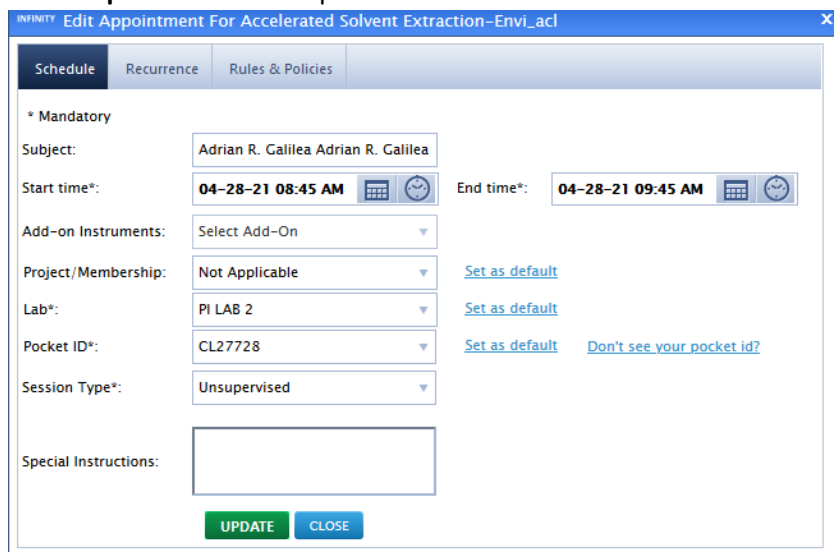
- You can make changes to the start and end times of the reservation (tool can be enabled up to 15 minutes before the scheduled start time).
- You can reserve the secondary equipment along with the primary equipment using the **Add-on Instruments** option.
- You can make a recurring reservation by checking the **Recurrence** box.

- You can view the reservation rules for this instrument by clicking the **Rules & Policies** button.
- Select the Lab, Pocket Id, and Session Type; set as default if desired. Click the **Save** button to complete the reservation.
- You will get a confirmation window showing the usage fee. Click the **OK** button or **Cancel** to start over.



#### 4.5.2. Adjusting Reservations

- To adjust reservations, double-click on the reservation and make the necessary changes.
- Click on the **Update** button to update the information.



#### 4.5.3. Deleting Reservations

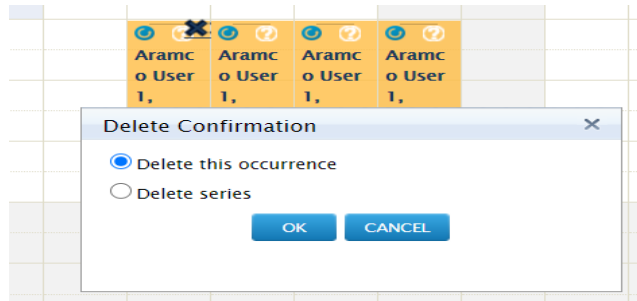
To delete reservations,

- Move the cursor near the reservation, and the **X** button will be shown. Click on the **X** and confirm.



- If it is a recurring reservation, you can delete one reservation or all the recurrence reservations by selecting it in the delete confirmation window.





#### 4.5.4. Reservation Waitlist

Users can add themselves to the waitlist if another user has already booked the desired slot. If the user cancels his reservation, the waitlisted person will get the reservation confirmation.

- Double-click on the reservation slot you need to book.
- The **Create Waitlist** window will open.

- Fill in the necessary details and click on the **Save** button to put yourself on the waitlist.

#### 4.5.5. Setting default Lab and Pocket ID

When creating an appointment in the web app you can set the default Lab and Pocket ID.

- To load your default settings in the mobile app, click on the **refresh** button in the reservation window.

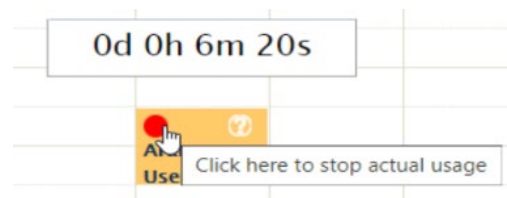
Create Appointment	
START DATE	06-22-2021 7:30 AM
END DATE	06-22-2021 8:00 AM
User	Admin Institution(inst_KAU...)
Project/Membership	No Records Found
Lab*	TEST LAB 1
Account Code*	PocketID(TEST9800)
Session*	Independent

#### 4.6. Enabling/Disabling Instruments with Hardware Interlocks

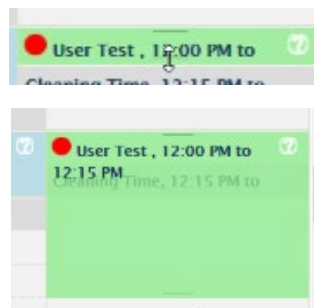
- To enable the instrument, go to the **Instruments** calendar and click on your reservation's green dot. It will turn red and start the hardware interlock. You can also see the instrument usage timer.



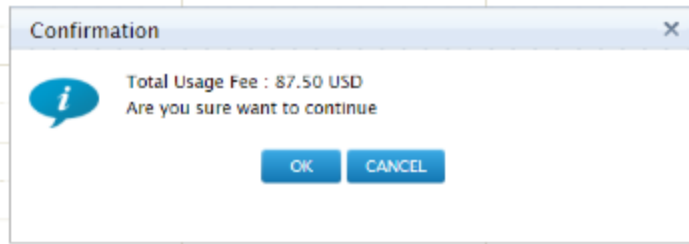
- To disable the instrument, click on the red dot. It will return to green and stop the instrument.



- If you do not disable the instrument, you will receive an email warning about the end of reservation, and the instrument will be disabled automatically after the reserved time.
- If you wish to extend the reservation, move the cursor near your reservation slot and drag it to the desired time period.



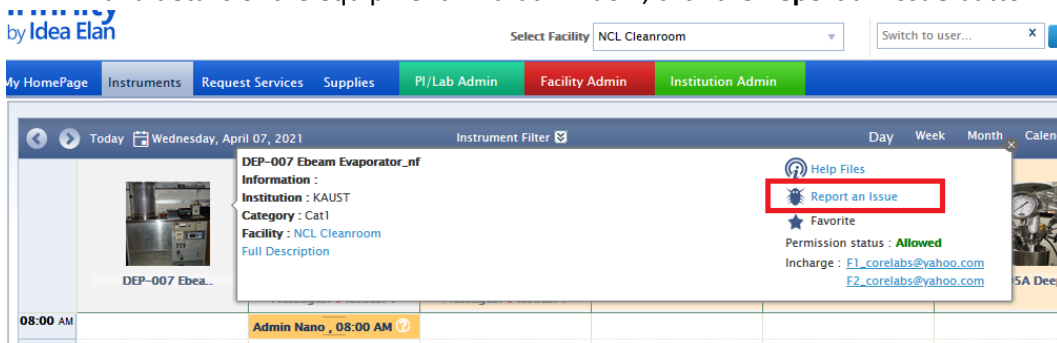
- You will get the confirmation message. Click on the **OK** button to extend your reservation.



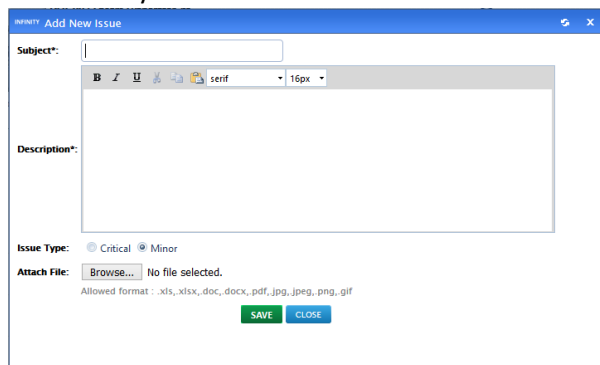
- For instruments with software interlocks please refer to section 6.

#### 4.7. Reporting Instrument Issues

- To report technical issues, click the **Instruments** tab and find the instrument.
- Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, click the **Report an Issue** button.



- The **Add New Issue** window will open. Enter a subject line and details for the issue. Then select whether the issue is critical or minor. An image can also be added. Click the **Save** button, and the facility admin will receive a notification about the issue.




## 5. Adding/Changing PIs or Pocket IDs.

To add or change PIs:

- In the web app, go to My HomePage, My Profile
- Click on **Select Your Lab** to add PIs or **Remove Affiliation** to remove

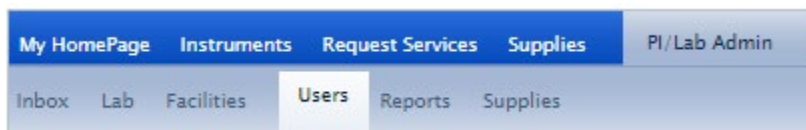
## My Labs

Below are the labs you have affiliation to [SELECT YOUR LAB](#)

Set Default Lab	Lab Name	Lab Admin	Institution	Status	Remove Affiliation
<input type="radio"/>	CL CMR Coastal and Marine Resources	FacAdmin1 Test,Aljahdali Ramzi,Alghaith Abdullah,Charging Core Lab,Espinoza Andres,Alikunhi Nabeel,Mandili Abdullah,Todorov Krasimir,Atienza David,Services Core Labs	KAUST	Active	

To add or change Pocket IDs:

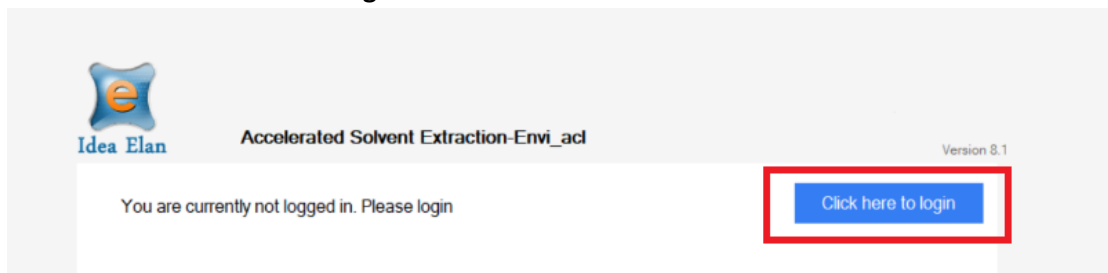
- Request your PI to add or remove pocket IDs from their **PI Lab Admin-Users** tab



## 6. Software AUT

If the software AUT is installed on the PC, you can enable the instrument directly from the PC connected to the instrument.

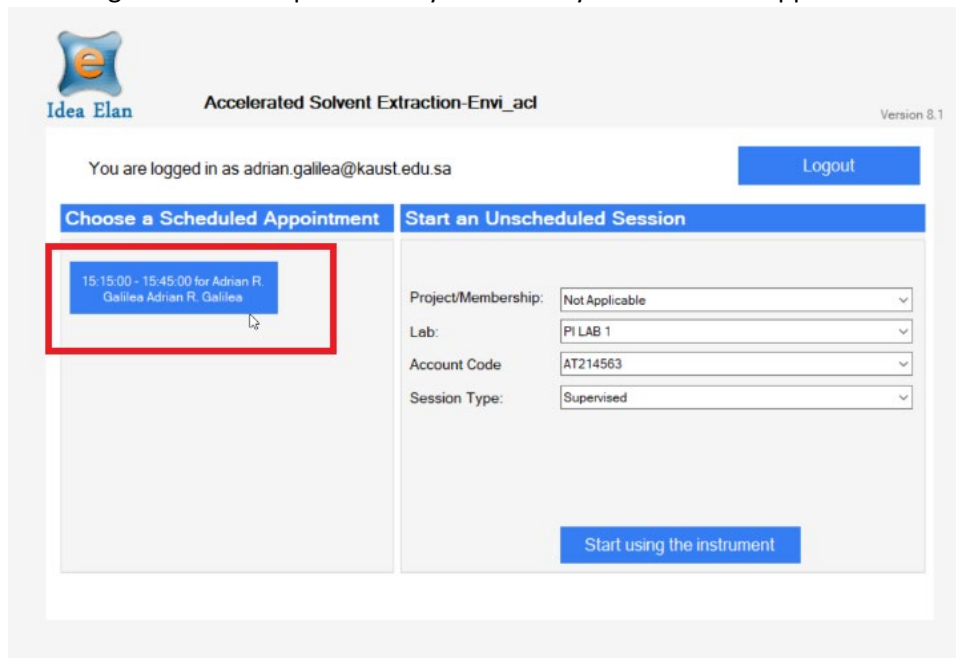
- Click on the **Click here to login** button.



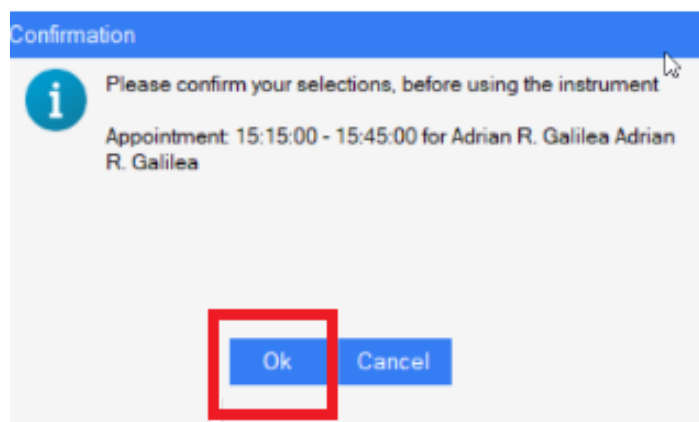
- Enter your email id and AUT password (set in **My Profile 2.3**) and click on the login button.



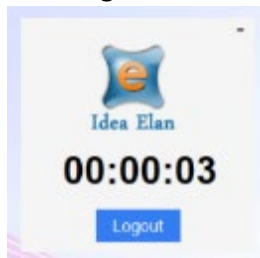
- The following window will open where you can see your scheduled appointment.



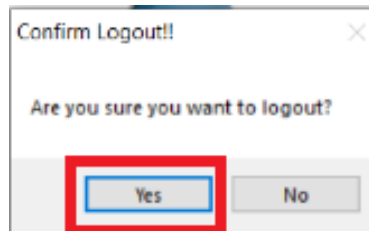
- Click on the scheduled appointment. You will get a confirmation message. Click **Ok** to start the instrument.



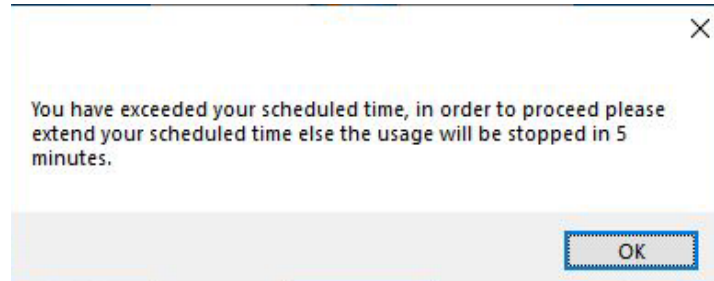
- Once the instrument is enabled, you can see the usage timer.
- To disable the instrument, click on the **Logout** button in the timer.



- You will get a confirmation message. Click the **Yes** button to disable the instrument.



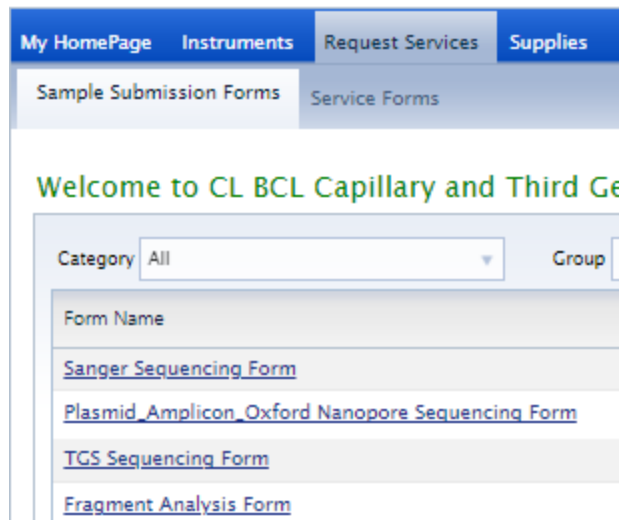
- If you exceed your reservation time a warning will appear on the screen



Extend your scheduled time by dragging your reservation block in the mobile or web app.

## 7. Requesting Services

Users may request for paid services by submitting the appropriate form in the relevant facility under the Request Services tab. External users without a service agreement will be billed upfront and need to use the Prepaid nonSLA form.



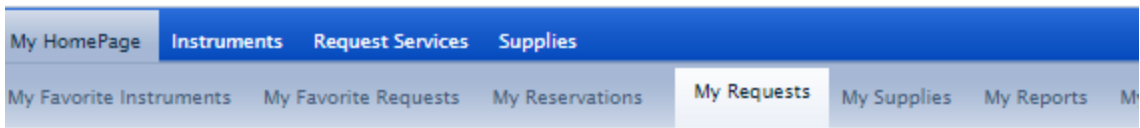
- Fill in the required information and add the sample details (one row per sample):

Enter number of rows to start with :

Sample Identification	Sample type	Samples/data specification <sup>1</sup>	Specific instructions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Autocomplete  On  Off     
 Autocomplete  On  Off     
 Autocomplete  On  Off     
 Autocomplete  On  Off

- A quote will be provided and sent to the PI for approval. The PI may also allow the user to approve the quote:
  - Go to **My HomePage - My Requests** and search for the desired request



My Requests    My Lab Requests

From Date:   To Date:

Date	ID	Form Name	Description	Project Name	Core Facility
	<input type="text" value="Search here"/>	<input type="text" value="Search here"/>		<input type="text" value="Search here"/>	<input type="text" value="Search here"/>
07-18-23	<a href="#">BCL_NGS_Training1_26645</a>	<a href="#">MiSeq Training - Sample Loading</a>			CL BCL NGS, qPCR and Single Cell Genomics
05-30-23	<a href="#">ACL_Inorganics_nonSLA_5_25_019</a>	<a href="#">TEST Service Request - External Prepay without Service Agreement</a>			CL ACL Inorganics

- Open the form and scroll to the Submission Status section near the bottom, click **APPROVE QUOTE**

Change Sample Submission Status

Current Status: Quote  
Next: Waiting for approval by User/PI

Comments:

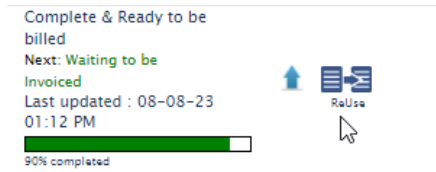
- If needed, the user can communicate with the facility staff through the **Communications** tab.



- The request status will be displayed at the top of the request form.



- The user will be notified once the request is completed, reports can be found in the **Report** tab
- If the user wants to submit a new request with similar details, click the **ReUse** button



- To cancel the request, scroll to the **Change Sample Submission Status** section and click on **CANCEL FORM**.

**Change Sample Submission Status**

Current Status: Quote  
Next: Waiting for approval by User/PI

Comments:

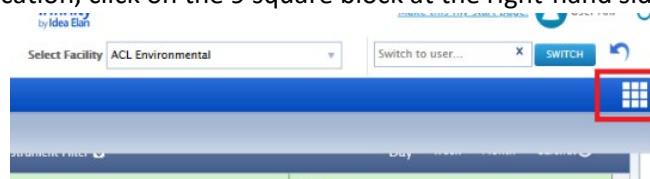
**CANCEL FORM**

## 8. Help Resources

Send an email to [CLHelpdesk@kaust.edu.sa](mailto:CLHelpdesk@kaust.edu.sa) for any questions or issues.

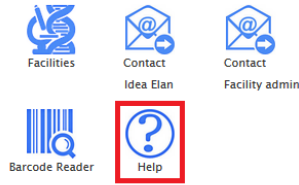
Infinity also has a set of documentation and training videos:

- In the web application, click on the 9 square block at the right-hand side corner.

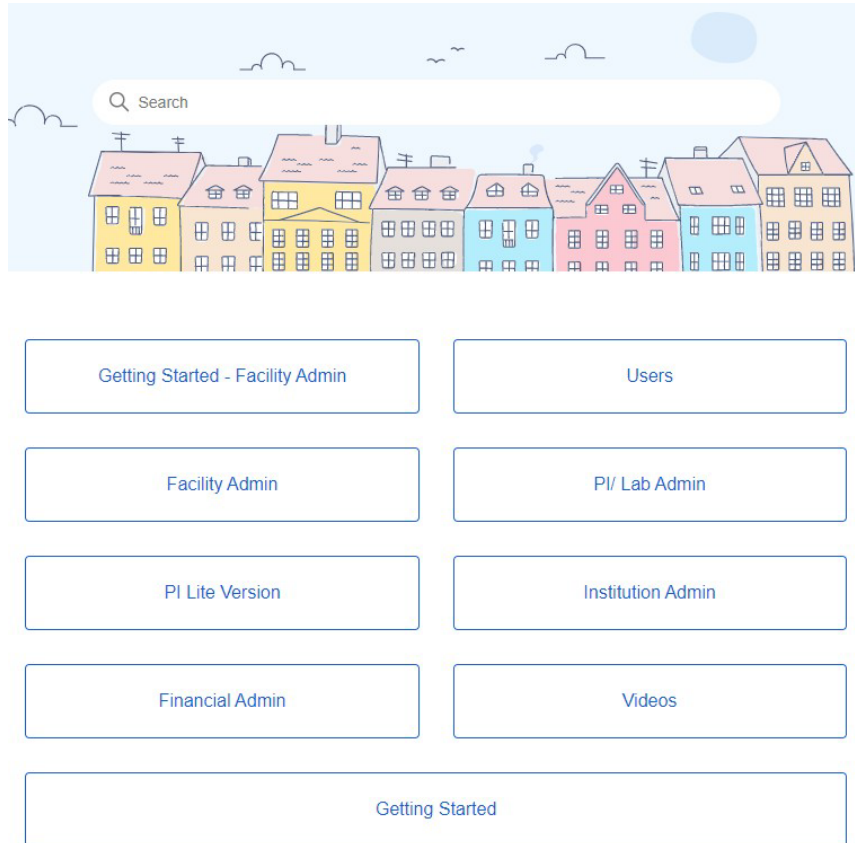


- Select the **Help** option.





- It will redirect to a new browser window, where you can see the documentation and videos.



\*\* password for videos is [@Test#1234](#)

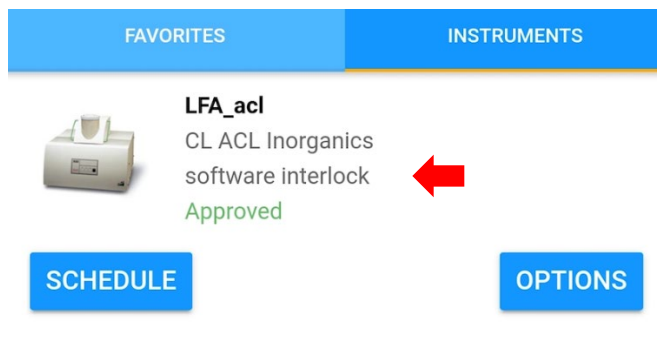
## 9. Frequently Asked Questions

### **Q. I cannot find the instrument that I want**

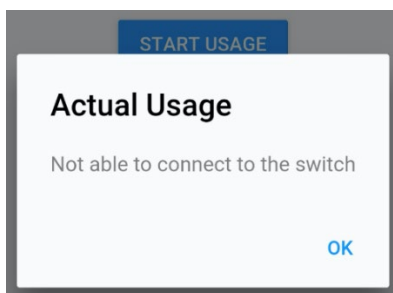
You need to add the facility where the instrument is located. See 3.4 and 4.2

**Q. I'm not able to turn on the tool through the mobile or web app**

If the tool is using software interlocks you need to login directly on the instrument's PC. The mobile app will indicate if the tool is using software interlocks.



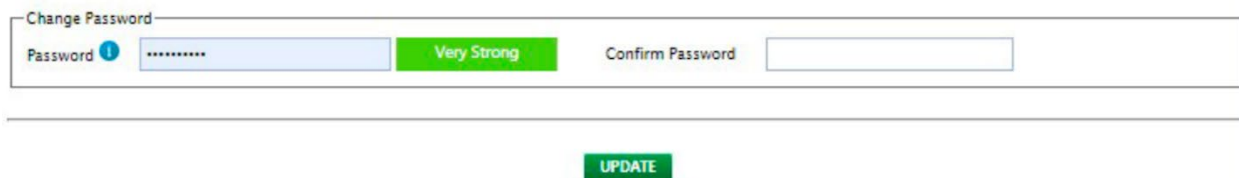
**Q. I can't enable instruments. I can book them without issues, but when I attempt enabling them from the app, I get the following error message**



The tool is most likely using a software interlock, please see the previous question. If it is not using software interlocks and you get this error, please contact [clhelpdesk@kaust.edu.sa](mailto:clhelpdesk@kaust.edu.sa)

**Q. I cannot login to the software interlock with my password**


Please ensure that you are using the AUT password set in your profile. This is not your KAUST portal password.



**Q. How do I set my favorite instruments?**

Webapp: Hover over the instrument and click on the **Favorite** icon. All your favorite instruments can be found in **My HomePage – My Favorite Instruments**

Instrument Filter Show AUT  Day Week Month Calendar




CHNS/O-2-Fla..

**CHNS/O-2-Flash 2000\_acl**  
**Information :** Determination of C,H,N,O content of sample in given matrix determination of total carbon, total organic carbon, hydrogen, nitrogen, sulphur and oxygen. Sample - solids, oil (heavy oil, viscous) or sediments, with a minimum quantity of 10 mg.  
**Institution :** KAUST  
**Category :** Default Category  
**Instrument Location:** B3 L3 A6  
**Short Name:** CHNS/O-2-Flash 2000\_SW\_acl  
**Facility :** CL ACL Inorganics  
[Full Description](#)

[Help Files](#)  
[Report an Issue](#)  
[Favorite](#)  
 Permission status : **Allowed**  
 Incharge : [eman.barradah@kaust.edu.sa](mailto:eman.barradah@kaust.edu.sa)  
[andrei.zybinski@kaust.edu.sa](mailto:andrei.zybinski@kaust.edu.sa)

Mobile app: Select the instrument, click on **Options**, **Mark as Favorite**. All your favorite instruments can be found in the **Favorites** tab

FAVORITES
INSTRUMENTS



**Autotitration\_acl**  
 CL ACL Inorganics  
Approved

Select Option : Autotitration\_acl

Mark as Favorite

Report an Issue

**Q. I have changed my PI, what do I need to do?**

Please add the new PI from your **My HomePage - My Profile** tab

My Labs

---

Below are the labs you have affiliation to SELECT YOUR LAB

Set Default Lab	Lab Name
	<span style="background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px;">Click here to select your lab</span>

**Q. Can I see my reservations in my outlook or gmail calendar?**

Go to **My HomePage, My Profile** and click on **Sync reservations**. You can only select one client.

Sync reservations/tasks with  Outlook  Google Calendar

**Q. I have downloaded the mobile app but it is asking for a 5-digit code?**

Code is **97917**. Please see our webpage for more information:

<https://infinity.kaust.edu.sa>

**Q. I made a reservation for the equipment at 14:00, I tried to enable it at 13:35 but failed. Why do I need to wait 25 minutes even though the equipment is free?**

You can enable the tool up to 15 mins before the start time. You can also modify your reservation to start sooner.

**Q. The software is very slow.**

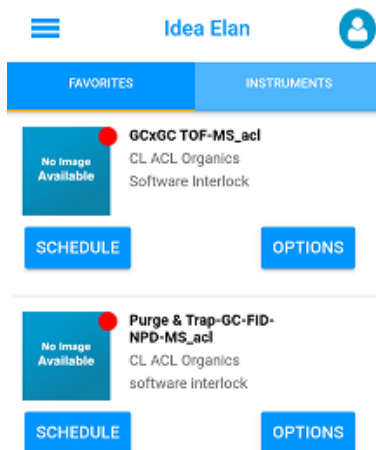
You were probably auto-logged off due to inactivity. Just refresh the web browser or use the mobile app.

**Q. If someone is not using his/her slot, you cannot reserve and use the machine since their booking will still be active.**

No-show reservations will be automatically deleted after a grace period.

**Q. How do I know if an instrument is currently in use?**

If someone has enabled the instrument there will be a red circle next to the tool name



## 10. Version Control

Version	Release Date	Changes
<b>2021.1</b>	22 Jun 2021	Initial release
<b>2022.1</b>	05 Jan 2022	1.1, 1.2 Update account registration procedure, HSE Salute website 3.5, 4.4 Add offline training procedure 6 Add link for AUT password
<b>2023.1</b>	01 Jan 2023	8 Add FAQs
<b>2023.2</b>	07 Aug 2023	4.4 Update instrument training process 5 Update procedure for adding/changing PIs or pocket IDs 7 Added section for requesting services
<b>2024.1</b>	29 Feb 2024	3.5 update tool access procedure via mobile app 3.8 Add clarification on software interlock and mobile app 4.3 Add HSE check